



BOARD OF DIRECTORS MEETING

MINUTES

Monday, August 30th, 2021

(Zoom) 1545 Hotel Circle South, Suite 300, San Diego, CA 92108

ATTENDANCE

Board of Directors:

Chair:	Matt Ellis
Vice Chair:	Amrita Nat-Booter
Secretary:	Jesse Jones III
Treasurer:	Josh Jensen
Members:	Doug Sampson
	Ruth Rosas
	Tony Ronco

Staff Members:

Executive Director:	Allie Rice (interim)
Deputy Director:	Allie Rice
Accounting Manager:	Emmanuel Felix

Guests:

Interpreter:	Jennifer Austin
Interpreter:	Suzanne Lightbourne

MEETING

Call to Order

Ellis called the meeting to order at 06:05 PM.

Review of the Minutes

The two minutes from the July 20th email and July 26th meeting were presented for review and approved.

Chairperson's Report (Ellis)

Update on the board and its members-

William "Bill" Mather had to step down from the board to focus on his health. I expect to see Bill to remain involved with DCS as a community member! I, for one, will miss his experience, dedication, and humor.

The board will continue to work on our recruitment of new members. I want to personally thank each one of you for volunteering your time and dedication to this board. We have progressed quite a bit, and there is more yet to do; I am grateful for each one of you!

Organizational Healing Report

The board and DCS have met and are processing the report, and we will have more news on that soon.

Executive Director Search

Focus Groups- The six focus groups to collect thoughts on what qualities are needed for an Executive Director to build a leader profile led by Innivee Strategies have been completed. The six groups were the DCS staff, the board, and various groups representing the San Diego community demographic. DCS Executive Director Profile Community Survey- Innivee and the DCS board are releasing a survey for the community and stakeholders to learn more about the ideal qualifications and attributes needed in the next Executive Director. The survey will be in LSM/Spanish and ASL/English. It will run for the next two weeks. Be on the lookout for it!

Search Committee- The committee has been formed and already started meeting with Innivee. The twelve-member committee comprises ten community members and two DCS employees; no board members are involved in that committee. I am thrilled that we have arrived at this stage! Watch for that, as well! I will allow the committee to make the announcement of who is in the committee and what their plans are.

Executive Director's Report (Rice)

COVID-19 Update: DCS employees are currently working on a hybrid schedule and direct services are provided through in-person and virtual appointments and meetings.

Administration:

Reopening Update: With surging cases of the Delta variant, DCS has decided to take extra precautions and made some changes as follows:

- The Deaf and Hard of Hearing Seniors Citizens Club will no longer meet in-person on Thursdays until further notice.
- DCS Clubhouse will return back to its limited hours of 10 am - 3 pm.
- The SOL program has discontinued in-person group sessions. Only virtual group sessions are provided until September 7th.
- All other departments continue to provide remote services. In-person services/appointments can be considered, as long as safety protocols are enforced.
- DCS continues to be open on Tuesdays and Thursdays from 10 am - 3 pm.

Short-term Projects:

Energy Upgrade California (EUC) - The project is halfway through and the ramp-up campaign videos are almost completed and ready for release. In support of state-wide initiatives, those videos will be released during two rollout waves, educating deaf and hard of hearing individuals about phasing out the standard plans and adopting the Time-of-Use rate plans. The expected shift is happening from April 2021 to March 2022.

COVID-19 Community Health Project (CCHP) - The project team has produced several educational videos, Instagram Reels, and social media posts. There were three webinars provided - one with the DCS Adult Literacy classes and the other two with two different groups of students from the Educational Cultural Complex (ECC). Also, DCS shared a total of 8 videos from the Deaf West Theatre. The project is scheduled to complete at the end of August; however, there is a possibility of an extension until October or November.

Financial Literacy Project with Bank of America and National Disability Institute - The initiative aims to raise awareness and application of financial capability strategies through ASL. The project is making progress and several videos are currently in the post-production stage. Topics include budgeting and smart spending, utilizing credit, dealing with debt, financial goal-setting, and investment and retirement, just to name a few.

Identity Theft Resource Center (ITRC) - DCS reviewed vendor recommendations regarding ADA compliance on the ITRC website and shared input to make it accessible for the deaf, hard of hearing, and deafblind population. Furthermore, DCS provided consultation regarding best practices for outreach, education, and marketing campaigns

to maintain awareness about identity theft. ITRC will give a virtual presentation about its purpose and share essential resources with DCS employees on September 24th.

Teams and Changes Program - After a year-long hiatus due to lack of staffing, DCS has decided to continue its partnership with Teams and Changes. The CSS department is overseeing the project.

Staffing Update: The Accounting Manager, SOL Program Manager, and Job Development Specialist positions were filled in July. In addition, the Youth and Family Services Director position has been filled. Kayla LaBruno is the new YFS Director and she started working with DCS on 8/27.

There are several vacant positions and those are as follows: Executive Director, Clinical Director, Registered Alcohol and Drug Technician, Behavioral Health Therapist, Deaf Coach Coordinator, and Scheduler.

Departments:

Behavioral Health Department:

<i>Behavioral Health Services</i>	June	July	YTD
Unduplicated clients (adult/child)	0	6	6
DSS cases	0	2	2
<i>Signs of Life (SOL)</i>			
Unduplicated clients	1	4	4*
SOC vacancies	0	1	1
SOC2 (SOH) vacancies	0	2	2
<i>Clubhouse</i>			
Unduplicated clients	6	1	1
Client contacts	171	126	126

*12 active cases for SOL.

Update: A new house manager joined SOC #2 (formerly, SOH) in early July.

Interpreting Services:

	June	July	YTD
Total # of Requests	555	321	321
Total # of Last Minute Requests	43	33	33
# of Last Minute Requests Filled	33	28	28
Total # of Community Requests	348	300	300
# of Community Requests Filled	331	293	293
Total # of Educational Requests	70	27	27
# of Educational Requests Filled	69	26	26
# of requests canceled (Billable)	83	38	38
# of requests canceled (non-billable)	51	26	26
# of Trilingual Interpreting Requests Filled	n/a	1	1

# of Requests for CART Services Filled	n/a	0	0
# of DeafBlind Interpreting Requests Filled	n/a	13	13
# of Deaf Interpreter Requests Filled	n/a	6	6
Total Requests of Pro Bono Services Provided	5	3	3

Employment Services:

	June	July	YTD
Enrollment	4	11	11
Job Placements (Goal: 62 placements)	6	3	3

Adult Literacy Services:

	June	July	YTD
LEAD			
Unduplicated trainees (combined)	2	8	8
HQ	10	6	6
NCO	5	2	2
PVSA			
Unduplicated participants (combined)	2	3	3
HQ	2	3	3
NCO	0	0	0

Youth and Family Services:

	June	July	YTD
Deaf Mentorship Program			
Unduplicated # of families	0	0	0
Deaf coaches	0	0	0
# of families on the wait list	0	0	0
e5	n/a	n/a	n/a
Family ASL			
# of participants	n/a	n/a	n/a
# of families in attendance (Merry Mondays)	n/a	n/a	n/a
BBBS			
# of matches	3	0	0

# of Bigs on the wait list	5	5	5
# of Littles on the wait list	21	21	21
Deaf Youth Literacy Camp (DYLC)	n/a	n/a	n/a

Client Support Services:

	June	July	YTD
Advocacy Services			
Unduplicated clients (combined)	12	12	12
Client Contacts (combined)	148	124	124
Information and Referrals			
Referrals (combined)	198	183	183

Media:

	June	July	YTD
FB Likes	6,233	n/a	n/a
FB Followers	6,751	6,230	6,230
Twitter	4,299	4,319	4,319
Instagram	2,945	2,963	2,963
YouTube	690	694	694
Subscriber	2,303	2,286	2,286
DCS Website Users*	2,178	n/a	n/a

**This represents the number of people who have visited the DCS website, even if they have visited the site multiple time.*

No events in July. For the safety of everyone, including those at risk, the End of Summer BBQ event (mid-August), SD Deaf Festival (early October), and Holiday Party (early December) have been canceled.

Financial Report (Jensen)

Hello everyone! We had several meetings to discuss financial priorities within the past month since Emmanuel started with us. The official financial statements are not yet available for our review; however, we were able to procure estimates from other sources. According to Emmanuel, the financial statements should be available by the end of September. For the interpreting department, again this is merely an estimate but presumed to be accurate, the revenues for the 2020-2021 FY is \$1.8 million. This is approximately \$300,000 more than what we projected. Currently, our line of credit is maxed out at \$150,000. When funds permit, our plan to pay it off is to allocate \$25,000

each month towards the debt. In the fifth month, it will be completely paid off with the final payment of \$50,000. It will help decrease our liability. We are still waiting for the executive team to submit the 2021-2022 FY budget for our review. We are still discussing how to reduce the anticipated deficit furthermore. Finally, good news: we are approved for PPP (Paycheck Protection Program) loan forgiveness for an amount of \$466,600. Thank you to all of the DCS and Now CFO for making this happen. I hope this message gives you a better insight of our process in the accounting department.

Fundraising Committee Report (Rosas for Preston)

So the chair of the fundraising committee is Laura Preston, and she sent me her report. I will go ahead and relay that. She says hello. My name is Laura Preston. I am the new fundraising chair. The gala will happen at Fairbanks ranch country club may 14th of next year. 2022. I'm really excited to make this gala a success, and a good time for the community. We are going to meet the second Thursday of every month, and would love for you to join the committee. Please, if you know anyone that's interested please reach out, we're really excited to make this happen, and so yeah, that's all from Laura Preston.

Personnel Committee (Nat-Booter)

Hello everyone. We just had our first personnel meeting last week, Thursday. Elections for the personnel chair, we met on the 4 we meet on the 4th Thursday of the month. Anyone who wants to come and join us.

The committee's approach is to focus on 3 priorities or agenda items. We are finalizing the job description for the staff liaison for now. Thank you.

Deaf Service Advisory Council (Rosas)

Hello everyone. As for now, we will show a video for the DSAC. Hopefully next week we look forward and don't miss that video.

Board Governance Committee (Ronco)

I have nothing major to report. The only thing is that we have had to make sure all the information about governance is in one place, but Amrita found out that we have 2 places where these things are. MALMAR needs to be switched over, so next month we will have one place for everything, and we will have better access to all of our documentation and that will really improve things. So yeah, that's it for me.

Old Business

None.

New Business

None.

Announcements

Next board meeting will be on Monday, September 27th, 2021.

Adjournment / Closed Session

Ellis adjourned the meeting at 7:02 PM.

~~Jan 25~~ ~~Feb 22~~ ~~Mar 29~~ ~~Apr 26~~ ~~May 24~~ ~~Jun 28~~ ~~Jul 26~~
Aug 30 Sep 27 Oct 25 Nov 29 Dec (no meeting)

Respectfully Submitted By,



Jesse Jones III